

# Executive Director of Clinical Operations

**Summary:** The Executive Director of Clinical Operations provides executive level leadership and oversight for the clinical operations of Family Health Center ambulatory clinics in accordance with federal, state, and local regulations and guidelines. This position is a part of the executive leadership team which develops and implements strategy consistent with organizational goals. Manages the daily clinical operations of FHC including the oversight of various departments such as Quality, Pharmacy, Case Management and other Clinical Support activities. Position will work very closely with the CMO to ensure the appropriate support and operational processes are established to maximize effective, efficient, patient care. Responsible for the overall direction, coordination, and evaluation of these units. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks and leads and directs the work of others. Position will report to the CEO.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

Ensure that all clinical operations run effectively and efficiently. Provide the necessary operational, administrative, and reporting systems to effectively manage and grow the ambulatory clinics, and insure financial strength and sustainability.

Develop appropriate, comprehensive plans and strategies to accomplish goals and objectives.

Conduct work plans that demonstrate effective, efficient accomplishment of goals and objectives in a timely, coordinated manner.

Assure that goals and objectives are well monitored, adjusted when required and communicated to all parties necessary for successful completion.

Directs, establishes, maintains and plans the overall policies and goals for business development, identifies potential business partners and negotiates agreements as appropriate.

Use available data to analyze, monitor, and report statistical information for timely management decisions and as required for federal, state and local agencies.

Determine and ensure the sufficient number of staff to provide services are available. Defines qualifications, performance expectations and competence for positions in areas of responsibility. Ensures competency and performance standards are met by staff.

Assist clinical departments in developing and ensuring that programs are implemented appropriately with the proper support plans to meet specific, identified objectives and activities. Respond to negative trends in performance metrics (clinical outcomes, audit results, etc.) by assisting department leaders in the development of action plans to resolve issues.

Maintains operational sections of organization's Policy and Procedure Manuals ensuring currency and accuracy.

Ensures compliance, accreditation standards and documentation in all relevant areas of responsibility.

Work closely with other leadership members ensuring successful outcomes for objectives and sanctioned activities.

Attend meetings, seminars, workshops and conferences, as needed and approved for professional development and on behalf of organization.

Responsible for development and management of the clinical operational budget.

Attends regular internal and external departmental meetings to discuss progress in meeting various organization goals.

Works closely with the Chief Medical Officer in the direction of all clinical services, initiating and implementing operational policies and procedures.

Participates in Leadership Team meetings.

Participates in development of a long-range strategic plan.

Participates in development and implementation of the mission, vision and values of the organization, including the deliverance of high quality, patient focused health care.

Participates in the development, execution and annual review of the written policies/procedures governing the services the clinic provides.

Delegates authority and responsibility appropriately.

Participates in professional development activities to keep current with trends and practices in health care administration.

Actively participates on various committees as required of position.

Undertakes special projects as directed by the President/CEO.

**Education and/or Experience:** Licensed clinical professional (Advanced Practice Nurse, Physician Assistant or, Phar.D.), with a minimum of a Master's Degree (i.e. MSN, BSN or MBA) in related professional field. Must have a minimum of five plus years of leadership experience in a healthcare, ambulatory or operational setting; an equivalent combination of education and experience maybe considered.

**How to Apply:** Please apply on our [website](#)

**Contact Information:**

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